

## Provider Communication

<b>Subject:</b> Training Sessions	<b>Priority:</b> <b>High</b>
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*Dear Providers,*

### Training Sessions

In an effort to ease the transition to Radiology Prior Authorizations (PA), training sessions and materials will be offered to the provider community. A web-based product called WebEx will be utilized to deliver real time training. WebEx is an industry leader in providing online meeting and training applications. These training sessions can be attended by providers throughout the state without having to leave the workplace.

In order to participate in a WebEx session, providers will need to register for the offerings posted on [http://www.gmcf.org/medicaid\\_pa/radiology.htm](http://www.gmcf.org/medicaid_pa/radiology.htm). Providers may register for any of the offered sessions. Once a provider registers, a confirmation email will be sent containing the session information, including instructions for accessing the training session. The setup process can be done through Internet Explorer and should not require any computer expertise. During the WebEx sessions, providers will view the Radiology demonstration using their Internet browsers. The audio portion will be provided via a toll free number.

During each training session, members of GMCF review staff will demonstrate the submission process for Radiology PA using the Georgia Health Partnership (GHP) web portal. GMCF clinical staff will also be available for questions regarding the Radiology review process and criterion.

The Radiology PA training session offerings are:

Tuesday	August 23 <sup>rd</sup>	12p - 1p
Wednesday	August 24 <sup>th</sup>	2p - 3p
Friday	August 26 <sup>th</sup>	12p - 1p
Wednesday	August 31 <sup>st</sup>	1p - 2p

Go to [http://www.gmcf.org/medicaid\\_pa/radiology.htm](http://www.gmcf.org/medicaid_pa/radiology.htm) for the available Provider reference materials. These materials include:

- A list of Frequently Asked Questions (FAQs) pertaining to the Radiology PA process as it relates to DCH policy.
- A comprehensive Provider Training Manual that provides a step-by-step walkthrough of the Radiology PA web submission process



- A recorded Provider WebEx training session that will be posted following one of the live sessions for future reference.

## How to Register for the Web Portal

The GHP Web Portal can be the doorway to efficiency for a provider. Before you can enter that doorway, you must take two steps to register.

### Step One: Web Portal Pre-registration Form

Complete the Web Portal Pre-registration Form. You can download it from the GHP Web portal:

1. Go to **www.ghp.georgia.gov**.
2. Click the **Provider Information** tab.
3. In the Documents and Forms box, click the **View Full List** link.
4. Click the **Web Portal Pre-registration Form** link.
5. To save the document to your hard drive, click the diskette symbol in the toolbar.

**Note:** You must have Acrobat Reader software to access documents on the Web portal. It's free from the Adobe Web site ([www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html)); just follow the instructions in the gray box.

Complete the form and fax it to the number designated. You use this form to assign Web Portal Office Manager (POA) rights to an individual. As a provider, you can assign these rights to yourself or someone else in your office. You must designate a POA to be able to sign onto the Web portal.

After you fax the form, ACS enters the POA information into your system records. This enables the Web portal to match information to your POA. After five business days, you can move onto the second step of Web portal registration: online registration.

### Step Two: Online Registration

If you are the provider and registered yourself as the POA, you are going to register online as "an individual practitioner." If you are the POA and are someone other than the provider him or herself, you will register as a "provider facility." This is the only difference in the process. If you need to bill for more than one provider ID, you must register as a POA for each provider ID. Follow these instructions to complete the online registration:

1. Go to **www.ghp.georgia.gov**.
2. In the registration box, click the appropriate link: **Individual Practitioner Registration** or **Provider Facility Registration**.

Sincerely,

Department of Community Health